



CITY OF LONG BEACH

DEPARTMENT OF COMMUNITY DEVELOPMENT



WORKFORCE DEVELOPMENT BUREAU

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REQUEST FOR PROPOSALS #06-005

Electronic Client Management & Tracking Solutions

I. Introduction

The City of Long Beach Workforce Development Bureau (Bureau) is soliciting proposals from qualified vendors to deliver integrated technology solutions that can efficiently manage, track and report on the Bureau's job seeker and employer services.

The Bureau will select a qualified vendor who demonstrates that their product and services are the most compatible with local business needs and services are reliable, efficient, sustainable, easily implemented, supported by reliable technical support, and demonstrate return on investment.

Interested and qualified organizations that have experience and expertise in delivering case management and client-tracking solutions are invited to submit a proposal in accordance with the instructions indicated in this RFP. Proposals will be scored on the following criteria:

Proposal Meets Business Needs	20 Points
Services Offer Improved Efficiency.....	20 Points
Cost.....	20 Points
Proposed Deployment Plan	15 Points
Product Features are Easily Customizable and Enhanceable.....	15 Points
Quality Customer/Technical Support	10 Points

II. Background

The City of Long Beach serves as the grant recipient and administrative entity for federal, state and local workforce development grant programs. The Bureau administers these funds on behalf of the City and the Greater Long Beach Workforce Development Board and offers a wide array of programs and services for job seekers and businesses at no cost through the Career Transition Center (CTC), Youth Opportunity Center (YOC), Center for Working Families (CWF), and through contracts with community based youth providers.

Workforce development services for youth (14-24) and adults (18 +) include a full range of employment, reemployment, training, educational services, skills remediation, internships, non-traditional work and training opportunities, support services, and peer mentoring services. Job seekers are those individuals who are looking to enter the labor market for the 1st time, upgrade their skills, re-enter the labor market after an extended period of unemployment, and/or are interested in making a career shift.

Business services are provided at no cost to Long Beach and Signal Hill businesses that seek qualified individuals to effectively perform necessary job functions. Services offered include recruiting and prescreening job candidates, incumbent worker training, customized and targeted industry training initiatives, layoff aversion activities, rapid response (downsizing assistance), and linkages to state and federal hiring tax credits.

III. Deliverables

Proposals must address the following criteria in same order below to be considered:

- a) Proposed systems and integrated solutions can be easily and efficiently deployed, converting current systems and existing data into new system with no down time, assisting with development and implementation of a transitional plan so as to be fully operable in a timely manner;
- b) Vendor products/services can support functional changes rapidly and efficiently, meeting the Bureau's changing business needs;
- c) Investment in proposed products and services can be validated by return on investment;
- d) Product utilizes features preventing duplicate data entry with existing databases (JTA, etc.) and is compatible with electronic communications and printing options;
- e) Solutions provide user-friendly functionality for staff, job seekers and employer customers;
- f) Product deployment includes hands-on training pertaining to all system components; and
- g) Features included support Universal access for a diverse population (i.e., individuals with disabilities, limited computer skills, non-native English speakers, etc.)

IV. Features Requested

1. Swipe Cards/Client Tracking- Utilizing current ID Tech Mini-Magstripe and Bartizan scan reader hardware, this component of the system should support real-time tracking/polling and reporting of distinct users and customer services / activities and client demographics (e.g. physical address and census tracks, age, race, ethnicity, employment status, veteran status, education level, disability status, location, employment status, etc) for individuals accessing services via CTC, CWF, YOC, and community partner sites.
2. Case Management- This component should provide staff and off-site service providers with user-friendly solutions for managing and modifying client case activity and services in real-time, including:
 - a) Track and define client objectives and progress at all services levels including self-service core activities, staff-assisted intensive services, and training activities
 - b) Manage vocational and educational assessment results
 - c) Ability to customize key aspects of information fields and reporting formats
 - d) Data importing and exporting capabilities from swipe card and other data files
 - e) Ability to scan in peripheral documentation/forms supporting an enterprise approach for organizing and accessing/viewing all client forms and information
 - f) Facilitates electronic communications between staff and customers
3. Job Orders- This feature should enable staff and employer customers to:
 - a) Post, manage, and match job openings to qualified resumes and job seeker skill sets on-line via broad world-wide web spidering functionality
 - b) Ability to easily modify records and skill qualifications in real-time
 - c) Supports descriptive resume performance-matching capabilities (including percentile of resume/skills matching a job order specifications)
 - d) Provides percentile ranking of resumes and skills, matching to employer specific qualifications
4. Resume Matching- Enabling customers to market their knowledge skills, and abilities through multiple communication mediums.
 - a) Supports resume creation, modification, printing and on-line posting, and electronic communications (email/fax)
 - b) Automatically, links job seekers' resumes directly to employer openings by job title, skills sets, education, experience, and labor market information; allowing for creating and saving job alerts and searches and match resumes against key words listed in job orders
 - c) Tracks number of employers who view or request resumes
 - d) Resumes and skill sets should be searchable by employers via broad worldwide web spidering/search functionality.
5. Reports- Reporting features should be user-friendly and customizable to produce end-user data and feedback on:
 - a) Customer demographics: Race, ethnicity, gender, access location, veteran status, disability status, age, address, education level, employment status, and have the ability to cross match customer physical address against Long Beach council districts and census tracks
 - b) Service Tracking Reports: Includes all services and events (manual and scanned Core activities/ services) utilized by distinct users and repeat customers, services provided by staff, partner referrals & referral results, including but not limited to scan-in totals, jobseeker services utilized/received, employer services utilized/received, and services recorded by a customers individual scan card record

- c) Universal Service Reports: Data in support of Federal Department of Labor Employment and Training Administration TEGL 17-05, OMB 12-05-0420, and State of California Employment Development Department WIADD-120, including, but not limited to participant counts, client demographics, employment outcome data and details, etc.
- d) Job Orders - Reports to include descriptive resume match statistics for each job order. Job order reports should allow staff and employers to quantify a resumes quality against hiring requirements and list occupation type and related industry, job order status, by enterprise zone, by employer location, by applicant, by city, etc.
- e) Performance reporting should include client employment outcomes such as placement outcomes, wages, academic attainment, and skill attainment.
- f) Resume: By desired locations, wage, occupation, by employer, by individual

V. Submission Requirements

Proposals must also respond to the following:

1. Organizational Background
 - a. Overview of your organization including how long you have been in business;
 - b. How long you have been delivering the proposed product and services;
 - c. Organizational chart including number of staff in each position (include your average technical support staff-to-client ratio);
 - d. Anticipated release dates of new product versions; and
 - e. Provide five current client references utilizing services/products similar in scope to this RFP and summarize deliverables.
2. Service Deliverables
 - a. Provide product specifications and how it aligns with the Bureau's business needs;
 - b. Vendor shall demonstrate their ability to deliver all or specific features outlined in Section IV above and provide a la carte pricing for each. For example 1) Swipe/Customer Tracking, 2) Case Management, 3) Job Orders, 4) Resume Matching, and/or 5) Reports.
 - c. System compatibility requirements (e.g. operating systems, internet/server connection speeds, and firewall constraints);
 - d. Include a flow chart and timeframe describing a full product/service deployment and implementation schedule including Bureau staff involvement;
 - e. Describe how the product and its features are fully integrated ensuring alignment (e.g. Enterprise Resource Planning) and confidential storage of data and reporting mechanisms;
 - f. Describe how this product is customizable and can be easily enhanced to meet the Bureau's on-going business needs; and
 - g. Describe how your company ensures quality customer service and technical support.
3. Product and Service Pricing
 - a. List pricing for products and related components;
 - b. Provide pricing for overall and individual system components, deployment, enhancements, and ongoing maintenance; and
 - c. Provide comparisons for purchasing and leasing options.

VI. Proposal Guidelines

1. Provide three copies of the proposal in 12-point Arial font on 8 ½ x 11-inch white paper.
2. Complete Attachment A and include as the cover of your submission.
3. Provide evidence of insurance per Attachment B.
4. The proposal must be no longer than 7 pages. References and work samples excluded.
5. All pricing must be valid from the date of the proposal through December 31, 2007.
6. Provide access to working samples of product via the web or CD-ROM. If a sample or test product is not available please explain why.

VII. General RFP Information

1. Incremental payments for the service/design described in this RFP will be paid upon pre-negotiated benchmarks. Final payment will be paid upon final system acceptance by staff.
2. Eligible companies must not be on any Debarment or Suspension list(s) and must be in good standing with the Federal Internal Revenue Service and the state(s) in which business transactions take place.

3. Payment is contingent upon the satisfactory achievement of the standards and goals of the contract as determined by the City in accordance with negotiated benchmarks to establish acceptance of the final product.
4. The information submitted in response to this solicitation is not legally binding; however, any financial agreements, which are based on the proposals and subsequent negotiations, become legally binding after both parties have signed them. All resulting agreements – financial and non-financial – will provide mutual termination clauses between the two agencies.
5. The City of Long Beach has the right to reject any proposals that do not conform to solicitation goals and objectives, and may request redesign after submission. Incomplete submissions may be disqualified from the process. The submission must contain accurate and complete information as requested by the RFP. The City reserves the right to disqualify any submission that contains inaccurate information.
6. All submissions become the property of the City. All costs associated with the development of submissions in response to this solicitation must be borne by the applicant. The submission shall not include any such expenses as part of any fee quotations, if fees apply.
7. If no more than one submission is received in response to this solicitation, the City reserves the right to classify this procurement a failed competition, and either re-compete the procurement, or enter into a sole source agreement with the sole respondent.
8. The City reserves the right to select more than one party to provide these services.
9. The City reserves the right, at its discretion, to extend any resulting financial and non-financial agreements for an additional two years (with actual funding amounts based on performance and ability of state and federal funds) and continued project needs.
10. Questions regarding elements and requirements of the RFP will be accepted in written format only. All questions should be either mailed/hand delivered to RFP # 06 – 005 Review Team, Workforce Development Bureau, 3447 Atlantic Avenue, Long Beach, CA 90807; faxed to 562-570-3657, or emailed to gary.flaxman@longbeach.gov. Questions and responses will be posted on the Bureau's website, www.longbeachworkforce.org.
11. Three copies of each proposal, of which one (1) must bear original signatures, should be submitted with Attachments A and insurance requirements (Attachment B) to the same address as listed above. The deadline to submit proposals is **4:00 p.m. on Friday November 17th, 2006**.
12. No late submissions, whether mailed or hand-delivered will be accepted.
13. Respondents may be asked to provide additional information as needed (e.g. Onsite product demonstrations).
14. The submissions selected become part of the financial and/or non-financial agreements between the City and selected organization, and as such become public record. If the submission contains any confidential information it should be removed from the body of the response and placed in an Appendix.
15. This announcement and its attachments are an RFP and are invitations for prospective individuals/firms/community organizations to respond. Although this solicitation is in RFP formal and follows RFP conventions, the City expressly intends that the procurement of service providers is a professional service and is not bound solely by the lowest price, where costs apply.
16. Contract awards will be based upon several factors, including but not limited to cost, compatibility of proposed services to stated software needs, and qualifications to provide such services.
17. Proposers must be Affirmative Action/Equal Employment Opportunity employers. Service providers will be required to meet EEO requirements as applicable.
18. Any entity selected to do business with the City of Long Beach must file insurance documentation with the City's Risk Manager. Refer to Exhibit B for insurance requirements.
19. Section 188 of the Workforce Investment Act, 20 CFR Sections 667.600 and 667.640 et seq., of the final regulations, and the Long Beach Workforce Investment Area policy set forth the guidelines for grievance procedures at the local level that arise in connection with WIA programs operated by the City. These sections govern appeals of RFP funding recommendations. In accordance with such regulations, the only circumstances under which an appeal of the City funding recommendations will be considered are if the bidders allege that the City has violated:
 - a. A provision(s) of the Workforce Investment Act (Public Law 105-220) or its regulations; and/or
 - b. A provision(s) of the RFP's stated process

There can be no appeal of the funding decision, unless based on either of the above circumstances.

Appeals must be in writing and cite the section of the law and/or RFP that has been violated. Appeals must be filed within three (3) business days following issuance of the Review Panel's recommendation. Copies of the above-referenced laws, regulations, and City policy may be obtained upon request. A hearing date will be set within five (5) days of the appeal.